

MANUFACTURING EXTENSION PARTNERSHIP

Success Stories from the Field

Service Thread Manufacturing Co.

North Carolina Manufacturing Extension Partnership

Service Thread of Laurinburg Celebrates ISO Certification

Client Profile:

Service Thread Manufacturing Company of Laurinburg, North Carolina, was established in the mid-40s and produces industrial yarn. Some products are used in the packaging industry, while others are used in the industrial hose industry. If you've pulled the twine to open a bag of charcoal or dog food, you've seen one of their products.

Situation:

The textile industry has been decimated in North Carolina as most operations move to cheaper labor overseas. While Service Thread Company may be a niche textile manufacturer with a specialized clientele, management realized that they had to compete with foreign manufacturers while growing their foreign market. They decided to go for ISO 9001:2000 registration in order to attract more business, especially overseas. They also wanted to provide supervisory skills training for management level employees when the ISO certification topic surfaced. Service Thread contacted the local community college, Richmond Community College, which provided funds to support ISO training by the Industrial Extension Service (IES) at North Carolina State University, a NIST MEP network affiliate.

Solution:

IES Specialist Phil Mintz taught six employees how to audit company records and procedures to ISO 9000 standards. "With his instruction, we received ISO certification on our first try with no major or minor nonconformances," said Jay Todd, chief financial officer. "Service Thread is going strong," said Herb Smith, director of the New and Expanding Industry Training (NEIT) program at Richmond Community College. "Their ability to produce a high quality product accounts for their continuing success. To be able to market to larger corporations, they wanted confirmation on the quality of those products. That's where the ISO certification comes in. It's simply a standard of customer satisfaction on the delivery of goods and documentation of the production. You say what you're going to do and consistently do it." Eric Shippee, Service Thread quality manager, said the process has already strengthened and improved the company. "It forced us to look at how we do business and how we plan to adapt to future issues," he said. "We're stronger because it forced us to communicate better."

Results:

- * Achieved ISO Certification.
- * Achieved a more competitive and profitable position.
- * Anticipated hiring of new employees.

Testimonial:

MANUFACTURING EXTENSION PARTNERSHIP

Success Stories from the Field

"We're proud of this achievement and of our employees. We've worked hard to compete with lower cost labor markets. We take every opportunity available to improve our employees and remain competitive."

Jay Todd, Chief Financial Officer